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RFP Title: Laboratory Information Management System (LIMS)

RFP No. 17-0417

ADDENDUM NO. 1

Date: November 16, 2016

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid or proposal response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with their response by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge each addendum may prevent the bid or proposal from being considered for award.

This addendum **does not** change the date for receipt of bids or proposals on December 7, 2016, 3:00 p.m.

Questions/Answers:

Question 1: Scope of Services, Section 1. General Requirements, *D. Workload management*

Can you please provide a more detailed description of what you mean by "workload management"

Answer 1: The ability to show what analysis are pending for which section/analyst including hold time and/or due dates.

Question 2: Section 1 – Special Terms and Conditions, *E. The Respondent shall provide all database administrator (DBA) services required for the project including, but not limited to, database creation, database definitions, tuning, performance, diagnosis, resolution of problems, and creation of the reporting environment.* Does the County have an alternative to manage the database other than the LIMS vendor? If we do not provide this function, will we be disqualified?

Answer 2: If the database runs on Microsoft SQL Server 2012 and above the county's IT department can manage it. Also we would give preference to systems that could utilize our SQL servers that are already in production rather than installing an additional SQL server. We would also give preference to systems that do not require software to be loaded on the SQL server itself.

Question 3: Section 2 – Statement of Work. What do you mean by turnkey? Will Lake County laboratory personnel participate in the implementation/configuration, or is the vendor expected to perform this step alone?

Answer 3: Laboratory personnel will be actively participating in the implementation/configuration. Once implemented the system must be ready to use.

Question 4: Section 2 – Statement of Work, 5. Sample Receiving, *F: The LIMS shall have the ability to indicate the sample has met NELAC requirements for sample acceptance.* What is expected of the system? To require specific fields, or to alert analysts that certain required conditions have not been met?

Answer 4: To alert the analysts that certain required conditions have not been met.

Question 5: Section 2 – Statement of Work, 10. Quality Control/Validation/Reporting

C. The LIMS shall have the ability to perform trend analysis. Please specify what functionality is desired for trend analysis.

Answer 5: Trends in sample data for a specific location for a specific analyte (query ability)

Question 6: Section 2 – Statement of Work, 3.B. Chain of custody: *Chain of custody documents shall be user configurable.*, 8. Tracking: *The LIMS shall have the capability to customize chain of custody forms and store them electronically.*

Can you provide examples of any scenarios where a user would need to “configure” or “customize” a chain of custody as opposed to using a well-designed standards system CoC?

Answer 6: The Lake County laboratory has various chain of custody forms that are used including but not limited to: FDEP Groundwater Monitoring form COC, Lake County Lab COC, FDEP drinking water form COC. The LIMS needs to be able to configure information in these specific formats. These forms all currently exist in an Excel format and if they can be imported into the LIMS and have data entered into them from the LIMS that is acceptable.

Question 7: Section 2 – Statement of Work, 11. Web-based application / other functionality: *The system shall provide a mechanism to allow users to log in samples from a remote location using web technology. The remote interface should closely mirror the actual LIMS database system.* Can you provide examples or explain why the external-facing web application should “mirror” (resemble?) the internal LIMS application rather than be optimized for its own functionality?

Answer 7: The Lake County Lab would like the remote interface to closely resemble the actual LIMS for ease of use for staff. If the two closely resemble each other staff will be familiar with the fields and where the information is entered. Please note that this is a should not a shall. If optimized functionality is shown to work just as well or better than a closely mirrored option it will be considered.

Question 8: Section 2 – Statement of Work, 15.C. *The Contractor shall provide hardware and equipment products required by the County.* Does the County have an alternative to procure and manage hardware other than the LIMS vendor? If we do not provide hardware, will we be disqualified?

Answer 8: The County will be providing its own computers. Hardware could include bar code readers, bar code printer, etc. if it is considered an essential component of the system it shall be provided by the vendor.

Question 9: What is the budget for this project and how much is allocated toward LIMS software and implementation/training vs. other expenses?

Answer 9: Total budget is \$70,000

Question 10: Do any staff have direct experience with LIMS other than the current system? If so, which ones?

Answer 10: Yes, Laboratory Supervisor/LIMS Administrator has LIMS experience. Prior to the existing Aspen LIMS (in use since 2006) the Laboratory Supervisor actually wrote from scratch an Access database which served as the LIMS for the lab for 6 years. This person also designed queries in the Aspen LIMS and performed all of the software upgrades for it.

Question 11: Can you please provide a list of the LIMS product demos you have evaluated before release of the RFP?

Answer 11: LIMS products evaluated (but not necessarily formal demo) prior to the release of the RFP include: ATL Sample Master LIMS, Ethosoft XLIMS, Khemia Omega LIMS, Labworks LIMS, Matrix Gemini LIMS, and Promium Element LIMS.

Question 12: In the RFP it states that installation, data migration, implementation, initial project management, deployment of security, roles, processed, interfaces, responsibilities, dataflow and reporting and training implementation period should not exceed 90 days. Is this business days?

Answer 12: We would like to stick to 90 days if possible. There is room for extending this if needed.

Question 13: In the RFP it states you want a minimum of 3 concurrent users. What are your desired total licenses? Growth plans.

Answer 13: Only have 3 staff members and do not anticipate increasing that anytime in the near future.

Question 14: What are the exact methods of tests you are performing?

Answer 14: A combination of Standard Methods and EPA methods for wet chemistry, metals and microbiology. Subcontract lab performs organics analysis but we have to export/import data to/from them so the methods have been included in our current LIMS. A detailed listing of methods will be included in Excel format as part of the set-up.

Question 15: What is the budget range you are anticipating and that is affordable?

Answer 15: \$70,000

Question 16: Who is involved in the decision process?

Answer 16: Contracting Officer in coordination with County staff.

Question 17: Once we meet all specifications of RFP, will we have an opportunity to present to the entire team of decision makers?

Answer 17: See RFP Section 1.26, Presentations/Post-Discussions After Initial Bid/Proposal Response.

Question 18: How soon do you want to have the system in place?

Answer 18: We would like to have a system in place as soon as possible. Lab supervisor will be dedicating the time necessary for a quick, smooth implementation.

Question 19: How will you measure the success of the deployment?

Answer 19: A successful deployment will be when we can run just the new LIMS and not have to run parallel systems (old LIMS and new LIMS simultaneously).

Question 20: Are there existing vendor relationships in place where you have already been provided demonstrations?

Answer 20: There are no existing vendor relationships in place. Lab Supervisor has participated in demos and evaluated several systems prior to the RFP release. See answer # 11.

Question 21: What are the primary business drivers and challenges that prompted this need?

Answer 21: The Aspen LIMS is no longer supported.

Question 22: What are the issues/functions/technology with ASPEN LIMS that you are not satisfied with?

Answer 22: The Aspen LIMS served the Lake County Lab well for the last 10 years. Due to losing our support contract we need to find a new system. The new system will give us an opportunity to improve some of our processes since technology has changed so much over the last 10 years.

Question 23: Have you identified all archaic processes in place that you could eliminate from your existing Aspen LIMS.? Are 21 CFR 11 objectives met?

Answer 23: Have not identified archaic processes, not sure why that would be important since we will not be using the old system. We were able to meet 21 CFR 11 objectives.

Question 24: What challenges or impediments to productivity can be eliminated such as redundant paperwork, backlog of completed work pending supervisor review, delayed notification to analysts and workflow process improvements expected?

Answer 24: We are anticipating productivity to improve with a new LIMS.

Question 25: Are the users willing to trust the system and adapt to new technologies?

Answer 25: As far as trusting a system, we would not purchase one that we could not trust. Users are willing to adapt to new technologies.

Question 26: What is your most urgent priority?

Answer 26: Implementing a new LIMS.

Question 27: What are other counties doing that hinder you staying competitive?

Answer 27: Have no idea what other counties are doing.

Question 28: Would assigning metrics with time values to existing task yields help?

Answer 28: Having a time table with task goals/deadlines would be helpful.

Question 29: How many instruments will need to be interfaced?

Answer 29: We have an ICP-OES metals instrument and 2 discrete analyzers (same brand) that definitely will be interfaced. We have a TOC analyzer and an analytical balance that we would consider interfacing as well.

Question 30: Do you intend to host this in your environment or Starlims? Cloud?

Answer 30: We will consider systems that are hosted on premises or in the cloud. Preference will be evaluated taking into account both cost and functionality.

Question 31: How many other 3rd party software systems will the LIMS need to interface with?

Answer 31: The LIMS must be able to interface with FDEP ADaPT. Preference given if it can interface with FDEP STORET/WIN.

Question 32: How many different types of test flows need to be set up?

Answer 32: Not sure what is meant by test flows.

Question 33: How many clients need to access the system? Do they need full capabilities or just access to results?

Answer 33: Clients will just need access to results. Number of clients will vary.

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Typed/Printed Name: _____